

**WHAT IS CLAIMED IS:**

1           1. A method for assessing risk on a project associated  
2 with a change proposal directed toward the project, the project  
3 being developed by a service provider for a client, said method  
4 comprising:

5           receiving the change proposal directed toward the  
6 project, the change proposal requesting at least one amendment  
7 to be performed to the project being developed by the service  
8 provider;

9           identifying, based on the at least one amendment  
10 request, at least one artifact of the project to be potentially  
11 affected upon the change proposal being adopted; and

12           generating at least one metric indicative of the  
13 potential effects on the project based on said identifying the  
14 at least one artifact, the at least one metric providing an  
15 objective risk assessment for the service provider to provide  
16 the client.

1           2. The method according to claim 1, wherein the at least  
2 one metric includes a statistical value.

1           3. The method according to claim 1, wherein said  
2 generating includes performing a regression analysis.

1           4.    The method according to claim 1, wherein the service  
2 provider is at least one of a consultant and a contractor.

1           5.    The method according to claim 1, wherein the project  
2 is at least one of a document and a product.

1           6.    The method according to claim 1, wherein said  
2 identifying includes determining an artifact to be amended.

1           7.    The method according to claim 6 wherein said  
2 identifying the at least one artifact includes counting  
3 descendants of the artifact to be amended.

1           8.    The method according to claim 1, wherein the at least  
2 one metric includes a numerical representation of at least one  
3 of direct and indirect artifacts affected by the change  
4 proposal.

1           9. A system for assessing risk on a project associated  
2 with a change proposal directed toward the project, the project  
3 being developed by a service provider for a client, said system  
4 comprising:

5                 means for receiving the change proposal directed  
6 toward the project, the change proposal requesting at least one  
7 amendment to be performed to the project being developed by the  
8 service provider;

9                 means for identifying, based on the at least one  
10 amendment request, at least one artifact of the project to be  
11 potentially affected upon the change proposal being adopted; and

12                 means for generating at least one metric indicative of  
13 the potential effects on the project based on said identifying  
14 the at least one artifact, the at least one metric providing an  
15 objective risk assessment for the service provider to provide  
16 the client.

1        10. A computer-readable medium having stored thereon  
2 sequences of instructions, the sequences of instructions, when  
3 executed by a processor, causes the processor to:

4            receive the change proposal directed toward a project  
5 being developed by a service provider for a client, the change  
6 proposal requesting at least one amendment to be performed to  
7 the project;

8            identify, based on the at least one amendment request,  
9 at least one artifact of the project to be potentially affected  
10 upon the change proposal being adopted; and

11           generate at least one metric indicative of the  
12 potential effects on the project based on said identifying the  
13 at least one artifact, the at least one metric providing an  
14 objective risk assessment for the service provider to provide  
15 the client.

1        11. A method for determining effectiveness of a project  
2 development by a service provider for a client, said method  
3 comprising:

4            receiving a plurality of change proposals directed  
5 toward the project, the change proposals requesting amendments  
6 to at least one artifact of the project;

7            monitoring frequency of receipt of the plurality of  
8 change proposals being received during the course of the  
9 project; and

10           evaluating the frequency of receipt of the plurality  
11 of change proposals being received during the course of the  
12 project to quantitatively determine effectiveness of the service  
13 provider to satisfy the client.

1        12. The method according to claim 11, wherein said  
2 monitoring includes summing the number of change proposals  
3 received on a periodic basis.

1        13. The method according to claim 12, wherein the periodic  
2 basis is daily.

1        14. The method according to claim 11, wherein said  
2 evaluating includes plotting the summed number of change  
3 proposals on a chart.

1        15. The method according to claim 11, further comprising  
2 determining effects on the project development created due to at  
3 least one change proposal.

1        16. The method according to claim 15, wherein the effects  
2 include at least one of direct and indirect work efforts to  
3 address the at least one change proposal.

1        17. The method according to claim 11, wherein the project  
2 includes developing a document.

1        18. The method according to claim 17, wherein the document  
2 is a requirements specification.

1        19. The method according to claim 11, wherein the service  
2 provider is at least one of a consultant and a contractor.

1        20. A system for determining effectiveness of a project  
2 development by a service provider for a client, said system  
3 comprising:

4            means for receiving a plurality of change proposals  
5 directed toward the project, the change proposals requesting  
6 amendments to at least one amendment of the project;

7            means for monitoring frequency of receipt of the  
8 plurality of change proposals being received during the course  
9 of the project;

10           means for evaluating the frequency of receipt of the  
11 plurality of change proposals being received during the course  
12 of the project to quantitatively determine effectiveness of the  
13 service provider to satisfy the client.

1        21. A computer-readable medium having stored thereon  
2 sequences of instructions, the sequences of instructions  
3 including instructions, when executed by a processor, causes the  
4 processor to:

5            receive a plurality of change proposals directed  
6 toward a project being developed by a service provider by a  
7 client, the change proposals requesting amendments to at least  
8 one artifact of the project;

9            monitor frequency of receipt of the plurality of  
10 change proposals being received during the course of the  
11 project; and

12           evaluate the frequency of receipt of the plurality of  
13 change proposals being received during the course of the project  
14 to quantitatively determine effectiveness of the service  
15 provider to satisfy the client.



1        22. A method for determining satisfaction of client  
2        expectation of content of a development project being developed  
3        by a service provider, said method comprising:

4                receiving a plurality of change proposals directed  
5        toward the project, the change proposals requesting amendments  
6        to at least one artifact of the project being content oriented;

7                determining that the at least one artifact is content  
8        oriented; and

9                generating a metric as a function of the plurality of  
10       change proposals being directed to the at least one artifact  
11       being content oriented, the metric being indicative of the  
12       service provider satisfying expectations of the client.

1        23. The method according to claim 22, wherein said  
2        determining includes identifying the at least one artifact as  
3        being content oriented.

1        24. The method according to claim 22, wherein said  
2        generating includes utilizing statistical analysis.

1        25. The method according to claim 24, wherein said  
2 statistical analysis includes producing correlation  
3 coefficients.

1        26. The method according to claim 22, further comprising  
2 producing a client satisfaction indicator based on the metric.

1        27. A computer-readable medium having stored thereon  
2 sequences of instructions, the sequences of instructions, when  
3 executed by a processor, causes the processor to:

4            receive a plurality of change proposals directed  
5 toward a project being developed by a service provider for the  
6 client, the change proposals requesting amendments to at least  
7 one artifact of the project being content oriented;

8            determine that the at least one artifact is content  
9 oriented; and

10           generate a metric as a function of the plurality of  
11 change proposals being directed to the at least one artifact  
12 being content oriented, the metric being indicative of the  
13 service provider satisfying expectations of the client.

1        28. A system for determining satisfaction of client  
2 expectation of content of a development project being developed  
3 by a service provider, said system comprising:

4            means for receiving a plurality of change proposals  
5 directed toward the project, the change proposals requesting  
6 amendments to at least one artifact of the project being content  
7 oriented;

8            means for determining that the at least one artifact  
9 is content oriented; and

10           means for generating a metric as a function of the  
11 plurality of change proposals being directed to the at least one  
12 artifact being content oriented, the metric being indicative of  
13 the service provider satisfying expectations of the client.